

# THE AVIS SAFETY PLEDGE

AVIS®

The Avis Safety Pledge is the relentless commitment from all of us here at Avis to keep every one of our customers and employees safe. That's why we've taken safety measures across all aspects of the rental experience.



## AT THE RENTAL DESK

- ✓ Clear social distancing floor markings at rental desks
- ✓ Staff are provided with masks and gloves
- ✓ Counter-Screens at many of our rental desks
- ✓ Hand sanitiser for customers
- ✓ Enhanced cleaning of desks and all 'high touch' areas

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## PICKING UP YOUR VEHICLE

- ✓ Passenger limits on shuttle buses
- ✓ Staff are provided with masks and gloves
- ✓ Vehicles are cleaned using approved disinfectants prior to every rental
- ✓ Special attention is paid to: steering wheels, indicators, dashboards, hand grips, in-car entertainment system controls, cup holders, centre consoles and door handles, both inside and out.

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## RETURNING YOUR VEHICLE

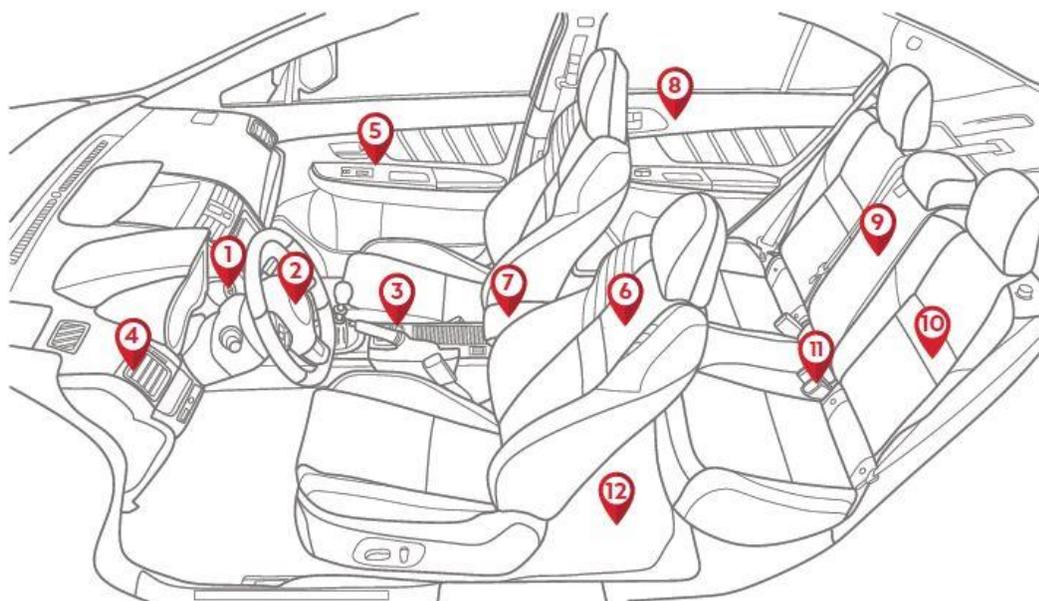
- ✓ Staff are provided with masks and gloves
- ✓ Drive hire vehicle into the return lane/area
- ✓ A contactless return process
- ✓ Receipt emailed after your rental
- ✓ Vehicles are cleaned using approved disinfectants prior to every rental

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Avis Preferred customers can use the Avis app's Self-Serve functionality at certain 'key in car' locations across Europe. This allows customers to proceed directly to the car, bypassing the rental desk completely. For more information, [click here](#).

# OUR GUIDE TO KEEP YOUR VEHICLE CLEAN AND SAFE

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**Interior** (Thoroughly clean and disinfect the following with products that are effective against novel pathogens, including the coronavirus responsible for COVID-19)

- 1 Vehicle Key
- 2 Steering wheel, steering column controls and driver console area
- 3 Centre console, cup holder, touch screen, radio controls and climate control area, rear view mirror and glove compartment
- 4 All air conditioning vent outlets in the vehicle
- 5 All front door handles, lock/unlock controls, window controls, windows and door jambs
- 6 All seats (includes driver seat), seat adjustment controls/handles and headrest
- 7 Rear centre armrest/console, cup holder, climate control area
- 8 All rear door handles, lock/unlock controls, window controls, windows and door jambs
- 9 Rear armrest, cup holder and fold down area
- 10 Rear seats, head rest
- 11 All seat belts, buckle and clips
- 12 Vehicle is then thoroughly vacuumed

Each vehicle is cleaned using approved disinfectants prior to every rental

## Exterior

- 13 Clean exterior of vehicle
- 14 Clean and disinfect all door handles
- 15 Clean and disinfect fuel tank cap
- 16 Clean and disinfect boot handle



**Avis H&S Standards**

- H&S –Precautions –guidance notices displayed in offices
- Face Masks required
- Hand Sanitizer, solution/wipes for customers, Front office and back office.
- Specific Bins Front-/Back Office.
- Office Cleaning daily/Disinfection Materials. Counters & equipment disinfected after each customer.
- Vehicle Cleaning/Disinfection on every rental
- Branded Circles (mark floor spacing) - social distancing
- Customer Screens on counters
- Thermometer (temperature check upon arrival)